



Arnold Schwarzenegger, Governor  
Sunne Wright McPeak, Secretary, Business, Transportation & Housing Agency  
Jeff Davi, Real Estate Commissioner

DEPARTMENT OF REAL ESTATE  
Equal Opportunity Employer  
Job Opportunity

OFFICE ASSISTANT (TYPING)/PROGRAM TECHNICIAN  
Los Angeles  
Permanent — Full-time

The Department of Real Estate has an opening in its Los Angeles Enforcement Section for either an Office Assistant (T) or a Program Technician. This position is permanent, full-time. The Department is located at 320 W. 4th Street, Suite 350, in downtown Los Angeles.

Duties of the position may include:

- Answer phone inquiries from licensees and the general public; transfer callers as appropriate, i.e., to deputies, management and other staff.
- Maintain appropriate office etiquette and properly provide service to the public at the front counter.
- Ensure that accurate messages are noted and delivered to appropriate staff.
- Mail requested forms in a timely manner.
- Retrieve and distribute pre-complaint, investigation and formal files for the Los Angeles Office and other District Offices, as well as file them in various sections of the file room in numerical sequence.
- Coordinate shipment and retrieval of files to Archives, and assist with the destruction of confidential records.
- Operate various copy machines for accurate reproduction of materials, arrange for repairs of copy machines, and order supplies for the copiers.
- Provide proctoring services for Professional Responsibility, Broker or Salesperson Exams.
- Print, assemble and package exam materials.
- Light typing, filing and other general office duties.

Necessary qualifications:

- Ability to answer phones and transfer calls.
- Ability to attain a working knowledge of DRE licensing requirements.
- Ability to keyboard and maintain accurate records.
- Have good English and the ability to communicate effectively, both orally and in writing, using good grammar, punctuation and spelling.
- Excellent interpersonal skills.
- Ability to work under pressure and within mandated timeframes.
- Ability to maintain and properly file records.
- Patience and tact in dealing with the public, staff members and others.
- Excellent organizational skills and must be flexible.
- **A valid typing certificate for 40 wpm (or greater) is required for Office Assistant (Typing). For Program Technician, ability to successfully demonstrate keyboarding skills. A keyboarding skills test will be given, however, if you already have a current typing certificate (40 wpm or greater), you will not have to take the keyboarding skills test. Attach a copy of your typing certificate to your application.**

Desirable qualifications:

- Computer literate, preferably with experience in Microsoft Word and Excel.
- Dependability and reliability.
- Excellent attendance.

<b>Salary:</b>	<b>OA(T)</b> Range A    \$2003 – 2435	<b>Program Technician</b>	\$2130 – \$2780
	Range B    \$2172 – 2641		

**Who may apply:** Current State employees at the Office Assistant (Typing) or Program Technician level, those individuals transferable to either class, or individuals with list eligibility may apply. **Priority consideration will be given to SROA/Surplus employees. Please indicate SROA/Surplus on your application and include a copy of your notice.**

Submit Applications to:

Linda Luna, Personnel Services  
Department of Real Estate  
2201 Broadway, P.O. Box 187000  
Sacramento, CA 95818-7000  
(916) 227-0802 or CALNET 498-0802

For information on the position contact:

DeBorah Jackson-Pickett, Office Services Supervisor III  
Los Angeles District Office  
(213) 576-6976 or CALNET 8-649-6976

California Relay Service: 1-800-735-2922 (Voice); 1-800-735-2929 (TDD)

**FINAL FILING DATE: Open Until Filled**

Applications may be obtained from the State Personnel Board website at <http://www.spb.ca.gov>.

Applicants will be screened based on the Necessary/Desirable Qualifications shown above and only those most qualified will be contacted for an interview. Interviews may be conducted on a flow basis.